

Unemployment Insurance Collections Specialist - - Advanced

Position Summary

This advanced position is responsible for recommending, developing, and implementing law and systems changes. This position actively participates in the formulating of policy and procedural changes and works to implement those changes within the Section. This position must constantly evaluate policies, procedures and systems and draft and implement changes for management. It is also responsible for evaluating the effect of these changes. This position is responsible for carrying out various management functions including providing technical expertise on UI law and other laws relating to collection issues, staff training, assists in developing strategic and information technology plans, negotiating contracts/work agreements with other state and federal collection operations, and attending meetings on collection issues. This position also performs peer review of the quality and quantity of work performed by other collectors in the Section.

This position determines the need for statutory and code changes, recommends changes, and is involved in developing and implementing any new policies and procedures resulting from these changes. This position makes determinations as to whether or not collection measures are feasible, what action best protects the department's interest in the clearing of judgment liens in real estate transactions, and instructs insolvency specialists on proper handling of complex and controversial cases in bankruptcies, receivership and probate proceedings.

This advanced level position recommends, formulates, develops, implements and interprets policy, legislation, and administrative code relating to both statewide and nationwide collection of unemployment benefit overpayment debts. This includes monitoring the methods used to collect benefit overpayments, determine best method to handle peak workload issues, assessing the need for changes to policies, procedures and quality control standards that are consistent with federal standards.

This position is responsible for advanced level work in handling the most complex, controversial, precedent setting and largest dollar impact cases in collection unemployment benefit overpayments. It is a professional level position requiring extensive knowledge of Chapter 108, Wisconsin Statutes, transaction law, foreclosure law, execution and exemption law, lien priority law, garnishment and attachment law, and the law of Wisconsin and other states regarding the enforcement of foreign judgments.

Duties of this position encompass the most difficult and complex levels of handling delinquent overpayment accounts, including the cases in which other collectors are having difficulty or have been unsuccessful. Advanced accounting skills are used to perform the following; computations of liability, release of liens in real estate transactions, review and analysis of complex statement of financial affairs and balance sheets for accounts involved in insolvency proceedings, and in preparing amortization schedules.

Considerable skill is needed at negotiating, and in oral and written communication in order to act effectively at collecting benefit overpayments. This position is the primary Unit contact for coordinating, negotiating, and resolving any issues which arise between UI and the Wisconsin Department of Revenue, and DWD's Workers Compensation and Equal Rights Divisions. This position makes determinations as to whether or not information should be shared between agencies and whether or not it would be in UI's best interest to work a case jointly. It is also responsible for assisting in the development and implementation of policies and procedures for any cooperative efforts. It is responsible for assuring other staff are following guidelines directed by Internal Security on proper handling of their materials. The incumbent is also the primary contact with various law enforcement officials in the state. As such, this position provides guidance and instruction to both collectors and law enforcement officials to aid in the collection of overpayment debts. It acts as a department expert on the most complex and precedent setting cases by providing testimony at hearings involving these cases and advising the department attorneys on collection issues, policies and procedures.

This position participates in the development, testing, maintenance, and implementation of the accounting system (UTAS) used to account for all payments remitted by claimants, penalties, and legal fees.

Time	Goals and Worker Activities
-------------	------------------------------------

- | | |
|--------|---|
| 30% A. | Development, recommendation, and implementation of law changes and operating policies and procedures. Development and implementation of system changes affecting the collection operation. |
| A1. | Review existing statutory and code provisions. Recommend changes as needed to improve the effectiveness of the collection operation. |
| A2. | Review existing policies and procedures. Recommend changes to improve collection efficiency and effectiveness. Implement any changes. |
| A3. | Analyze recurring issues of importance to claimants and/or staff and recommend law and policy changes to resolve these issues. Implement any changes. |
| A4. | Review state and federal legislation to determine potential impact on the UI benefit overpayment collection operation. Prepare comments on pending legislation that may affect the program. |
| A5. | Develop procedures for any new statutory or code provisions relating to collections. Implement new policies and procedures resulting from these changes. |
| A6. | Work with management to prepare written analysis of proposed changes, fiscal notes and other documents needed to meet deadlines for promulgation of rules affecting overpayment collection. |

- A7. Recommend, develop, test and perfect new management information systems for UI benefit overpayment collection. Serve in the design and development phases of new systems, forms and procedures. Locate design flaws in system enhancements.
- A8. Develop and implement new procedures for any system changes.
- A9. Analyze changes to other automated systems in the department which may impact on benefit overpayment collections.

30% B. Provision of Technical Expertise.

- B1. Maintain a thorough knowledge of state and federal laws applicable to collection policies and procedures and other unemployment benefit overpayment issues.
- B2. Serve on committees formed to recommend and draft policies, procedures, administrative rules or law changes to solve specific problems.
- B3. Advise staff on various collection issues including proper and effective handling of collection cases, including insolvency case issues.
- B4. Explain applicable laws, policies, and procedures and defend department decisions to debtors, their employers, attorneys, accountants, auditors, legislators, management, etc.
- B5. Conduct formal training of staff and attorneys on collection procedures. Translate policy, statutory and code changes into written operating policy and procedures manuals.
- B6. Provide expert consultation to attorneys and other department professionals relative to case investigations and collection activities.
- B7. Attend hearings and provide testimony as an expert witness on collection matters in the most complex, controversial, precedent setting and largest dollar accounts.
- B8. Draft billing notices, collection letters, forms, etc. to assure conformity with applicable laws, state and federal court requirements and department policies and procedures.
- B9. Serve as a source of information to all others, both within DWD and other agencies, on collection issues.
- B10. Complete special projects and research complex issues as assigned by management.

B11. Coordinate efforts between UI benefit overpayment collections and other agencies, divisions, and offices, including, but not limited to Wisconsin Department of Revenue, Worker's Compensation Division, Equal Rights Division and Public Assistance Collections.

20% C. Coordination, Communication and Instruction of Collection Activities.

- C1. Provide technical expertise to colleagues and management to accomplish unit objectives.
- C2. Monitor and review work of unit staff. Instruct staff on areas needing corrective action.
- C3. Provide expert consultation to staff, management, debtors, attorneys, legislatures, real estate agents, etc. relative to legal issues, investigation and collection laws, rules, policies and procedures.
- C4. Develop training program and implement for new staff or others as needed to assure required levels of achievement are being met.
- C5. Conduct the training of new and existing staff. Provide management with recommendations for additional and supplementary staff training.
- C6. Monitor the unit workflow, output, and backlog to advise supervisor of changing needs.
- C7. Prepare and maintain the unit's procedural manual. Communicate and implement any statutory, policy or procedural changes.
- C8. Act as agent for other states in the collection of debts owed them by Wisconsin residents.
- C9. Recommend and participate in form analysis & design. Review draft copies to assure compliance with applicable statutes and codes.
- C10. Operate unit in absence of supervisor.

20% D. Performance of advanced level work in collection of complex UI benefit overpayment debts, controversial cases, precedent setting cases, cases having the largest impact on the receivable balance and cases where collectors are having difficulty or have been unsuccessful through the interpretation and administration of the UI Law, other state and federal laws and rules and associated internal policy and procedures. Identify problems or issues and recommend law and policy changes when appropriate.

- D1. Analyze and evaluate the complex and difficult collection cases, including analysis of various complex accounting systems. Investigate issues, gather and evaluate data, and determine proper handling of account. Adjust accounts as necessary and explain adjustments to claimants and/or their representatives. Instruct staff on proper investigative techniques and procedures to aid in collection of their accounts. Initiate legal actions. Instruct law enforcement officials on the proper handling of department documents. Oversee handling of seized property of law enforcement officials on all collection cases. Assure proper statutory procedures are followed prior to sale of seized property.
- D2. Review applications for Emergency Unemployment Compensation (EUC)/Trade Readjustment Act (TRA) overpayment waivers. Determine whether hardship waivers should be granted or denied by applying complex federal EUC/TRA regulations and poverty guidelines
- D3. Initiate process and recommend cases for supplementary hearings. Determine which cases will be most cost effective.
- D4. Review and respond to requests for release of department liens in complex real estate transactions. Determine what actions are in the best interest of the Department. Compute liability and associated costs. Review lien release request recommendations made by other collectors. Accept or reject their recommendations or request additional information needed to make an informed decision. Handle requests for partial release of liens, subordination or subjugation of liens. Obtain necessary data, review documents and provide recommendation. Consult with department attorney when necessary.
- D5. Review proposed payment plans in complex insolvency proceedings. Determine, based on financial status of debtor whether or not plan should be accepted on behalf of department. Prepare amortization schedules.
- D6. Develop and manage policies relating to claims in bankruptcy, when to release liens, when to use which collection tool, what criteria should be used for establishing automated call campaigns, and various other collection related activities. Research state and federal laws applicable to collection activities in Wisconsin and other states. Draft procedures related to any policy issues. Formulate and implement changes to policies as necessary and train staff on any changes.
- D7. Determine through policy analysis which laws, regulations, statutes, rules and policies relating to collection activities require development as administrative rules. Analyze and evaluate policies regarding collection activities. Make recommendations for change as needed to improve efficiency of the unit. Analyze proposed law changes and their effect on the collection operation.

Knowledge, Skills and Abilities

- Knowledge of UI benefit overpayment collection policies and procedures.
- Knowledge of statutory and code provisions related to UI collections.
- Knowledge of Chapter 108, Wisconsin Statutes.
- Knowledge of laws related to foreclosure, execution and exemption, lien priority, garnishment and attachment, and Wisconsin and other states regarding enforcement of foreign judgments.
- Knowledge of the principles of system security, methods of user access, and techniques of providing user system support.
- Effective training techniques.
- Problem solving and conflict resolution skills.
- Effective oral and written communication skills.
- Effective negotiation strategies and techniques.
- Basic math skills.
- General accounting skills.
- Ability to analyze the federal/state laws, regulations, rules and policies that apply to unemployment programs.
- Ability to use a personal computer.
- Ability to assess training needs and develop and present training.